

Health Care Interpreter Network(HCIN) Step-by-Step Instructions for Polycom Video Units

Camera: Open and close with lever below.

Martin

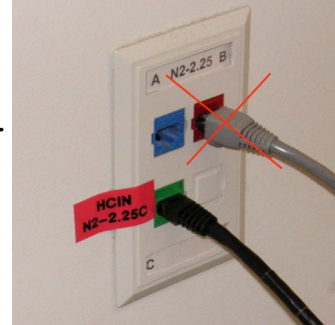
Dr. Walker

Instruction Card

Remote Control on tether

Raise and lower stand by stepping on ring at base.

Step 1: Find a HCIN dataport (labeled with a red HCIN sticker). It may be in the middle of the wall, under a desk, or above a desk.



Step 2: Plug the power cord into a power outlet.

Step 3: If the unit does not come on, press the on/off switch on the front of the unit, located below the screen (the light will change from amber to green).

Step 4: If the numbers 8360 are already entered (already appear) at the top of the screen, just press the green call button on the remote control. If the numbers are not there, enter 8360 with the remote control keypad, and then press the green button. You should hear the HCIN welcome message.

Note: If there are 2 sets of numbers as shown here, use the remote back arrow to erase one set, then press the green call button.

Step 5: Use the remote control keypad to select your language:

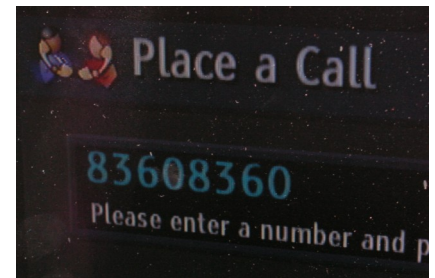
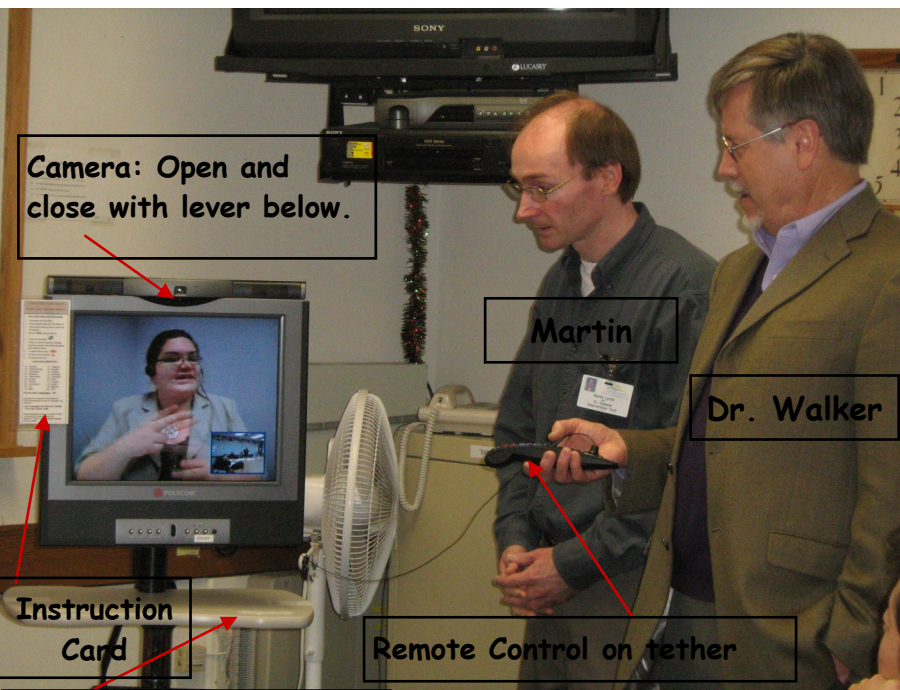
01 - Spanish	11 - Tagalog
02 - American Sign	12 - Tongan
03 - Cantonese	13 - Russian
04 - Mandarin	14 - Armenian
05 - Vietnamese	15 - Farsi/Dari
06 - Korean	16 - Hindi
07 - Hmong	17 - Punjabi
08 - Cambodian	18 - Arabic
09 - Lao	19 - Mixteco
10 - Mien	20 - Thai

For all other languages - 00

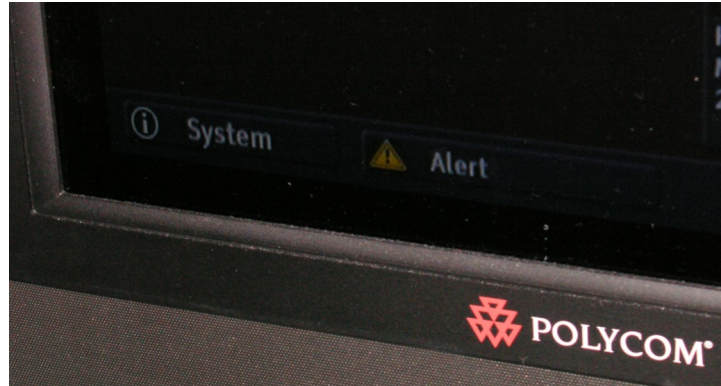
Step 6: You should be connected to an interpreter within 1-2 minutes. After 2 minutes your call will roll over to the back-up provider (Language Line Services). The operator will then ask for the language that you require, your client ID and cost center (should be on the machine's instruction card), plus the name of your organization. With Language Line, you will only have audio, not video.

Step 7: At the end of your call, press the red 'end call' button on the remote to hang-up.

For troubleshooting see information on the reverse of this page:



Troubleshooting: If you see a triangle at the bottom of the screen that says 'Alert', you might not be connecting to the network. Check that all cables are tightly connected, at the wall and at the back of the machine. (It is normal for this message to appear for a minute when the unit is first plugged in, but it should then disappear).



Try the unit in a different room if necessary. There is a small chance that a particular port is not working. If the unit works in another room, call support at (925) 313-6323 to report the room number where the port was not working.

For assistance call Martin Lynch at: (925) 313-6323